SJS 44 (Rev. 12/07, NJ 5/08)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

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UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.				
Address of Plaintiff: 3939 Bell St Frie DA 16511				
Address of Defendant: 507 Prude pta 1 Rosed, Horsham, PA 19044				
Place of Accident, Incident or Transaction: (Use Reverse Side For Additional Space)				
Does this civil action involve a nongovernmental corporate party with any parent corporation and				
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes□ No Z			
Does this case involve multidistrict litigation possibilities?	Yes No I			
RELATED CASE, IF ANY:	D. D. J. J.			
Case Number: Judge	Date Terminated:			
Civil cases are deemed related when yes is answered to any of the following questions:				
1. Is this case related to property included in an earlier numbered suit pending or within one year	previously terminated action in this court?			
	Yeso No			
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit action in this court?	pending or within one year previously terminated			
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3. Does this case involve the validity or infringement of a patent already in suit or any earlier num	abered case pending or within one year previously			
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4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights of	ase filed by the same individual?			
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4. □ Antitrust	4. ☐ Marine Personal Injury			
5. □ Patent	5. ☐ Motor Vehicle Personal Injury			
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☐ Pursuant to/Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and be	lief, the damages recoverable in this civil action case exceed the sum of			
\$150,000.00 exclusive of interest and costs; □ Relief other than monetary damages is sought.				
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DATE: 10-15-11 Surg MOYS, IMME!	<u> </u>			
Attorney-at-Law Attorney I.D.# NOTE: A triat do novo will be a trial by jury only if there has been compliance with F.R.C.P. 38.				
I certify that, to my knowledge, the within case is not related to any case now pending or within	thin one year previously terminated action in this court			
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Attorney-at-Law 17	Attorney I.D.#			

CIV. 609 (6/08)

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

James Rodk	iey .	:	CIVIL ACTION	
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(a) Habeas Corpus – Cases l	orought under 28	U.S.C. § 2241 th	rough § 2255.	()
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits.				
(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2. ()				
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos.				
(e) Special Management – Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.)				
(f) Standard Management –	Cases that do not	fall into any one	of the other tracks.	X
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(Civ. 660) 10/02

UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

JAMES RODKEY,)
Plaintiff)
v.) Case No.:
NCO FINANCIAL SYSTEMS, INC.,) COMPLAINT AND DEMAND FOR
Defendant) JURY TRIAL)
***************************************) (Unlawful Debt Collection Practices)

COMPLAINT

JAMES RODKEY ("Plaintiff"), by his attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

INTRODUCTION

Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15
 U.S.C. § 1692 et seq. ("FDCPA").

JURISDICTION AND VENUE

- 2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.
- Defendant conducts business and has an office in the Commonwealth of Pennsylvania and therefore, personal jurisdiction is established.

- 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
- 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Erie, Pennsylvania, 16511.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 8. Defendant is a national debt collection company with its corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and sought to collect a debt from Plaintiff.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

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FACTUAL ALLEGATIONS

- 15. At all relevant times, Defendant was attempting to collect an alleged consumer debt from Plaintiff.
- 16. The alleged debt at issue arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Beginning in or around July 2010 and continuing through April 2011, Defendant, its agents, employees, and servants, engaged in debt collection activities seeking payment from Plaintiff.
- 18. Defendant and its employees, identified to Plaintiff as "Dave" and "Angela," harassed Plaintiff in an attempt to collect the alleged debt.
- 19. Defendant harassed Plaintiff by making continuous calls to his home, cellular and work telephone numbers.
- 20. Defendant placed repeated calls to Plaintiff's phones almost every day, causing Plaintiff to receive, on average, more than two (2) collection calls a day, and at times, more than four (4) collection calls a day.
- 21. As a result of Defendant's continuous and repeated telephone calls, Plaintiff received, on average, more than ten (10) collection calls a week and at times, more than twenty (20) collection calls a month.
- 22. In addition to making repeated telephone calls to Plaintiff, Defendant left messages on Plaintiff's answering machine instructing Plaintiff "to call back immediately before further action [was] taken."
 - 23. In July 2010, Defendant threatened Plaintiff that it would turn the alleged debt

over to an attorney if Plaintiff did not make payment.

- 24. In August 2010, Defendant's representative "Dave" informed Plaintiff that he owed a debt of at least \$3,500.00 and that Plaintiff needed to immediately make payment of \$1,500.00, and then informed Plaintiff that he needed to pay \$600.00 from each pay check, resulting in \$1,200.00 a month.
- 25. Plaintiff informed Defendant that he was unable to pay \$1,500.00 immediately or make monthly payments of \$1200.00. Wanting to resolve this matter, Plaintiff informed Defendant that he could mail Defendant a check for \$300.00.
- 26. Defendant refused to provide Plaintiff with an address where he could mail payment, making it impossible for Plaintiff to make a payment on the debt.
- 27. Defendant claimed that it needed Plaintiff's bank account information for payment purposes, deceptively stating that if Plaintiff did not surrender his bank account information then Defendant would obtain it anyway and automatically debit his account.
- 28. On at least two (2) occasions, Defendant left messages for Plaintiff at his place of employment, informing Plaintiff's co-worker that Plaintiff owed a debt and needed to contact Defendant.
- 29. Plaintiff instructed Defendant not contact him at his place of employment, as he was not allowed to receive personal telephone calls at work.
- 30. Despite Plaintiff's request Defendant continued to contact Plaintiff at his place of employment.
- 31. Most recently, On April 11, 2011, and April 12, 2011, Defendant left two (2) voicemail messages on Plaintiff's aunt's telephone, indicating that Defendant was looking for Plaintiff who owed a "substantial debt" and that Defendant needed information about Plaintiff's

whereabouts as it [Defendant] had been unable to reach him [Plaintiff] for at least a week.

- 32. To date, despite threats to the contrary, Defendant has not filed a lawsuit or taken other legal action against Plaintiff, thereby, indicating it did not intend to take the action previously threatened.
- 33. Defendant's actions in attempting to collect the alleged debt were harassing, abusive and highly deceptive.

CONSTRUCTION OF APPLICABLE LAW

- 34. The FDCPA is a strict liability statute. Taylor v. Perrin, Landry, deLaunay & Durand, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." Russell v. Equifax A.R.S., 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).
- 35. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 36. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano

 v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon 988 F. 2d at 1318.

COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 37. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
 - a. Defendant violated the FDCPA generally;
 - b. Defendant violated §1692b(2) of the FDCPA by stating to a third person that Plaintiff owed a debt, specifically his co-worker and aunt;
 - c. Defendant violated §1692b(3) of the FDCPA by communicating with Plaintiff's co-worker and aunt more than once about a debt alleged to be owed by Plaintiff, without good faith basis to do so;
 - d. Defendant violated §1692c(a)(3) of the FDCPA by communicating with Plaintiff at his place of employment after Defendant knew or had reason to know that Plaintiff's employer prohibits Plaintiff from receiving such

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communication;

- e. Defendant violated §1692c(b) of the FDCPA by communicating with Plaintiff's co-worker and aunt about a debt alleged to be owed by Plaintiff without Plaintiff's prior consent;
- f. Defendant violated §1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
- g. Defendant violated §1692d(5) of the FDCPA, when it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
- Defendant violated §1692e of the FDCPA by using false, deceptive, or misleading representations or means in connection with the collection of a debt;
- Defendant violated §1692e(5) of the FDCPA by threatening to take action that cannot legally be taken or that is not intended to be taken;
- j. Defendant violated §1692e(10) of the FDCPA by using false representations
 or deceptive means to collect or attempt to collect a debt;
- k. Defendant violated §1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt;
- Defendant violated §1692g of the FDCPA by failing to send written notification, within five (5) days after its initial communication with Plaintiff, advising Plaintiff of his rights to dispute the debt or request verification of the debt; and
- m. Defendant acted in an otherwise deceptive, unfair and unconscionable manner

and failed to comply with the FDCPA.

WHEREFORE, Plaintiff, JAMES RODKEY, respectfully prays for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutor y damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, JAMES RODKEY, demands a jury trial in this

case.

DATED: 6-13-11

RESPECTFULLY SUBMITTED,

KIMMEL & SILVERMAN, P.C.

By:

Craig Thor Kimmel Attorney ID # 57100

Kimmel & Silverman, P.C.

30 E. Butler Pike

Ambler, PA 19002

Phone: (215) 540-8888 Fax: (877) 788-2864

Email: kimmel@creditlaw.com

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